



## Job Description & Performance Indicators for Yvonne House Manager (Full Time)

<b>Based at</b>	Yvonne House on Wandsworth Road (SW8 4TE) and Lambeth Walk (SE11 6EE)
<b>Salary + Benefits</b>	£35,800 – Full Time (40 Hours a Week – Monday to Friday) / 35 Days Annual Leave (incl. Bank Holidays) / Work Related Travel / Wellbeing Fund and Therapeutic Support
<b>Summary of Role</b>  <i>You will supervise and manage up to 4 full-time staff based at YH.</i>  <i>This will include 3 x FT key workers and a Lead Night Worker.</i>	<ol style="list-style-type: none"> <li>1. Line Manage / Supervise staff at Yvonne House, creatively working with them during 1:1 monthly supervision and regular check-ins, to identify strengths, goals and areas for development as well as managing and helping staff understand the impact of the work. Encourage and instil a focus on professional boundaries, staff wellbeing and collective care. Ensure that all Young Futures policy and procedure is understood and implemented. Confidently address issues around poor performance or non-compliance.</li> <li>2. Track and monitor the progress and development of those young people supported by the staff you line manage – creatively thinking about case progression &amp; using therapeutic thinking to understand issues within the dynamic. Agree monthly plans and priorities and monitor reporting (incidents and progress), risk assessments, needs assessment and action planning.</li> <li>3. Ensure Yvonne House is maintained to a high standard. Check staff are completing health and safety inspections and fire safety, making sure maintenance and repairs are reported and undertaken in a timely manner and that Yvonne House rules are enforced with regards to each young person’s contract.</li> <li>4. Support Service Managers with maximising income through void turn-around time, updating on placement progression, stability and possible endings. Attending pre-placement meetings and working together to identify suitability of new referrals, keyworker/YP matching to increase likelihood of engagement</li> <li>5. Ensure that Yvonne House is adequately staffed and resourced. A) Lead on recruitment for YH.</li> </ol>

B) Work together with the Deputy Manager to ensure the ROTA is adequately covered. Having oversight of the financial impact of covering the ROTA and highlight additional expenditure or issues with Service Managers.

6. Retain an overview of active and potential risk at Yvonne House. Manage processes of investigation, reporting and action in response to any emergencies and incidents, with the input of Service Managers on High-Risk Cases. Lead on issues of Safeguarding with Service Managers.
7. Support the performance and continuous professional development of front-line staff through induction, probationary review, in-house training, supervisions, providing advice and guidance, frequent feedback and debriefing opportunities.
8. Strengthen relationships with key stakeholders, partners and the wider community to achieve high quality outcomes.
9. Support Service Managers with Inspections, Audits and Quality Assurance Visits, including ensuring all relevant information is consistently up to date.
10. Attend weekly MGMT Meetings and provide updates and reflections on Staff, YP and Procedural and Organisational issues @ Yvonne House to the Management Team and Lead Therapists.
11. Attend monthly 1:1 line-management supervision with Service Manager, monthly 1:1 reflective space with a therapist and monthly external clinical supervision with your co-manager. Meet weekly with Service Managers to identify and work through organisational issues, and weekly with the Deputy Manager for operational and YP thinking.
12. Lead weekly YH Team Meeting with co-manager, along-side the Deputy Manager and support with Case Discussion and Key-Worker Planning Meetings where appropriate or necessary.
13. Run Management Clinics every fortnight to allow YP space to feedback on any issues or concerns, or to share ideas. Support with Professionals Meetings or YP Meetings when there is a High Risk/Placement Termination is imminent.
14. Provide Out of Hours support to Community On Call + Yvonne House where necessary, on a rota basis with other members of Management team on a rolling rota (one day a week, and one weekend in every 6).